

**Daphne.Duke**

244059

**From:** Jocelyn.Boyd  
**Sent:** Tuesday, May 14, 2013 10:56 AM  
**To:** charles.terreni@terrenilaw.com; selliott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn  
**Cc:** Deborah.Easterling; Tricia.DeSanty; Daphne.Duke  
**Subject:** FW: URGENT! Tega Cay - man hole cover  
**Importance:** High

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**From:** Jolene [mailto:joje@comporium.net]  
**Sent:** Monday, May 13, 2013 9:50 PM  
**To:** Elizabeth Walles; Greg Harrington; Harry L. Mathis; Jack & Linda Stevenon; Jocelyn.Boyd; Joyce Clark; kelkmac@comporium.net; steve kunzmann  
**Subject:** FW: URGENT! Tega Cay - man hole cover  
**Importance:** High

**To whom it may concern,**

**I would also like to add to my last email that on Page 7 of Mac Mitchell's sworn testimony at our meeting with the PSC in Columbia and I quote " Finally, Mr. Kunzman was also concerned that a manhole cover was not flush; TCWS replaced the riser ring on December 4th so that the lid is now flush.**

**I also would like to assure the Commission that the lid did not pose a safety hazard.**

**While not entirely flush with the riser, the lid could not be removed without a manhole tool.**

**Furthermore, these lids weigh in excess of 250 lbs. and are not easily removed."**

**Again this is TCWS/Utilities Inc. Work standards.  
Jolene Church**

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MAY 14 2013  
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**Subject:** URGENT! Tega Cay - man hole cover  
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Dear Tega Cay Residents,

I was just made aware of the photo below that was posted on the TCWS No Rate Increase Facebook page this afternoon with a description that it was taken this morning. As I indicated to you, last week we inspected every manhole in our system and this one has been tagged with pink paint indicating it was included in the inspection. That inspection involves popping the cover, doing the inspection, replacing the cover and painting. We never leave a manhole open during testing or video inspection without securing the area but how this cover came to be off its ring is an issue another.

The issue is safety! Because it is impossible to identify the location from the picture I am imploring anyone with any information on its location to PLEASE reply to me with the location details so that we can dispatch someone to rectify it.

In my update on Friday, I asked that people, *"PLEASE let us know immediately if you ever see an open manhole or a manhole that has been altered to allow for storm water runoff by calling our customer service line at 1-800-272-1919"*.

I will add to that a request that the contact happen prior to a social media posting (or at least at the same time) out of concern for the safety of residents and our employees.

Thank you,

Tom

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